



News Release

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SHAPE AHC switching from flat rate to itemized billing

SEMBACH KASERNE, Germany – Civilians and their family members who receive care at the SHAPE Army Health Clinic will see a difference in their bills for medical services starting June 1.

On that date, the clinic will switch from flat rate to itemized billing for U.S. and non-U.S. civilians and their dependents. Military members and their families, as well as military retirees and their families, will not be affected by this change.

The switch to itemized billing brings the SHAPE AHC in line with all other Department of Defense medical facilities around the world. The change means that civilian patients receiving services through the SHAPE AHC will be billed for the specific services they receive, rather than being billed at the flat rate of \$65 per visit.

The transition will actually help most people who have health insurance since itemized billing is the industry standard, said Nicole Gust, Europe Regional Medical Command Uniform Business Office Manager.

“Our customers who have other health insurance and receive care at a military treatment facility can now receive an explanation of benefits and bills that clearly identify the health care services received and their associated costs,” Gust explained. “Claims submitted to the insurance companies will now be similar to those submitted by civilian providers. Our billing methodology will now mirror established industry practices, which will make it faster and easier for insurance companies to issue payments for services rendered.”

In most cases, the change will be transparent to the user, Gust said, since most will still be responsible for their copays and deductibles just as before the policy change. Itemized billing may help some people reach their deductible limits faster.

Charges for individual services are determined by the Department of Defense and vary based on the service provided. Chargeable visits are any that entail interaction between the patient and the health care provider that involve evaluation management services and includes documentation in the medical record. Referrals or consultations to a provider within any Military Treatment Facility are considered chargeable visits. There is no charge for telephone consultations. While the ERM UBO staff isn't able to estimate how much your next appointment will cost, according to Gust, they can tell you what your most recent appointment would have cost under itemized billing.

Prescription fills and refills will also be included in the itemized charges. Visit the ERM UBO web page at www.eubo.healthcare.hqusareur.army.mil to download the Pharmacy Pricing Estimator Tool and for more information about the switch to itemized billing. Civilians may also reach the ERM UBO at DSN 590-7400 or commercial from Belgium at +49 6371-9464-7400.

“In the weeks leading up to the change we are working diligently to notify civilians who will be affected by this change, share relevant facts about what's changing, and ensure resources are available where SHAPE civilians can get answers to any questions they may have,” said Gust.